



Enhanced Air Search Functionality

Q. What exactly is enhanced air search functionality?

A. The enhanced air functionality is a new online feature which improves the look and feel of I Travel by creating a more leisure-like experience. (how does it create a more “leisure-like experience?”

Q. What are the new Search Types shown on the Begin Search page below?

The screenshot shows a search interface titled "Find Me The Best Trip!". It includes several options: Flight or Train, Hotel or Rental Car. Below these are radio buttons for Round-trip, One-way, and Multi-destination. A red circle highlights the "Shop by Schedule" radio button, with "Shop by Price" being the other option. The form also includes fields for "From (airport or city):" and "To (airport or city):", a "Depart:" section with a date of 03/19/09, a "leaves" dropdown, and a "Morning (7:00 am)" time selection. A "Return:" section has a date of 03/20/09, a "leaves" dropdown, and a "Morning (7:00 am)" time selection. At the bottom, there are "More Search Options" with expand/collapse links, and a "Begin Search" button.

A. The Search Type option allows you to search by either Schedule or Price.

- With Search by Schedule, you will be able to select the flights you prefer first on the outbound and then on the return. I Travel will then price your itinerary and offer lower fare options for your consideration. Remember to book the lowest fare and our corporate preferred carriers when possible.
- If you choose to Search by Price, you will receive both your outbound and return options on the same page with the price for each complete itinerary. There will be up to 100 options displayed for your consideration. Simply select the itinerary that works best for you as you consider costs and our preferred carriers. You will be able to evaluate your options at a

glance and select the most convenient flight, while making the best decision about costs. You'll notice it's similar to what you may have experienced when booking leisure travel.

Q. What is the benefit of this new shopping feature?

A. The new air search functionality provides a similar experience to the leisure market. You can quickly see flights and fares for all airlines in the new fare matrix.

The number of stops applies to the trip segment (either to or from your destination) that has the most stops.

	★★★	★★★	★★★	★★★	★★★	★★★	
Airlines	Continental	American Airlines	DELTA	nwa Northwest Airlines	US Airways	UNITED	Mixed Carrier
Non-stops	from 213 USD 20 non-stops	from 253 USD 1 non-stops	---	---	from 257 USD 1 non-stops	from 257 USD 1 non-stops	from 233 USD 30 non-stops
1 Stop	---	from 264 USD 11 itineraries	from 274 USD 6 itineraries	from 234 USD 6 itineraries	---	---	from 250 USD 17 itineraries
2+ Stops	---	---	---	---	---	---	---

Legend: Company Negotiated Rate Company Preferred Out of Policy

Q. What is the sort order in the fare matrix?

A. The sort order for the fare matrix will show the lowest price for the airline shown indicating whether the qualifying flights are non-stop or have connections. When you click on a price in the matrix, a list of outbound flights will appear beginning with the flights that can be booked at the lowest rate- don't over use the word "fare". Note the combined fare total is estimated because fares are based on round trip purchase. The fare matrix is a great tool for quickly identifying the lowest fares available for your trip and what flights actually qualify for the lower fare. The word "fare" is over used in this paragraph, as shown above- it is too repetitive, use a synonym.

Q. What if multiple airlines are involved in the fare matrix?

A. The sort order for the fare matrix is first by price, then in airline order. If the lower fare is selected from the matrix under a specific carrier, the flights displayed for the outbound will be for that carrier. If there is another carrier qualifying for a lower fare on the return, then those carriers will appear on the list of return flight options.

Q. Will a higher fare ever be displayed when the return flights are displayed?

A. Only if one or more flight options shown on the return have fares that are combinable with the selected outbound flight.

Q. How is the fare matrix helping to evaluate my lower fare options?

A. When shopping by price, the matrix will appear at the top of the “Shop By Price Results” page and shows all the airlines for which low fares are available. You can choose to display one or all of the carrier options shown or display just the nonstop or connecting flights based on your specific needs and preferences.

Q. When the flights are displayed on the Shop by Price results page, what price is being shown?

A. The price that appears in the far-right column is based on the **roundtrip price. (bolding just makes the answer to the question easy and fast to find.**

The screenshot shows a flight search results table with the following columns: Departure, Arrival, Airline, Notes, and Price (estimate). The Price (estimate) column is circled in red. The table contains several rows of flight information, including departure and arrival times, airlines (Continental), flight numbers, and prices.

Departure	Arrival	Airline	Notes	Price (estimate)
6:45 AM - Mon, Apr 20 Chicago, IL (ORD)	9:22 AM - Mon, Apr 20 Houston, TX (IAH)	Continental Operated by EXPRESSJET AIRLINES INC DBA CO EXPRESS Flight 2247 - EMBRAER EMB-145 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:37 527 miles N/A on-time View seats	213.70 USD Select
10:25 AM - Thu, Apr 23 Houston, TX (IAH)	1:02 PM - Thu, Apr 23 Chicago, IL (ORD)	Continental Flight 1646 - Boeing 737-500 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:37 527 miles N/A on-time View seats	213.70 USD Select
6:45 AM - Mon, Apr 20 Chicago, IL (ORD)	9:22 AM - Mon, Apr 20 Houston, TX (IAH)	Continental Operated by EXPRESSJET AIRLINES INC DBA CO EXPRESS Flight 2247 - EMBRAER EMB-145 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:37 527 miles N/A on-time View seats	213.70 USD Select
7:30 AM - Thu, Apr 23 Houston, TX (IAH)	10:08 AM - Thu, Apr 23 Chicago, IL (ORD)	Continental Flight 1746 - Boeing 737-700 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:38 527 miles N/A on-time View seats	213.70 USD Select
6:45 AM - Mon, Apr 20 Chicago, IL (ORD)	9:22 AM - Mon, Apr 20 Houston, TX (IAH)	Continental Operated by EXPRESSJET AIRLINES INC DBA CO EXPRESS Flight 2247 - EMBRAER EMB-145 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:37 527 miles N/A on-time View seats	213.70 USD Select
8:45 AM - Thu, Apr 23 Houston, TX (IAH)	11:22 AM - Thu, Apr 23 Chicago, IL (ORD)	Continental Operated by EXPRESSJET AIRLINES INC DBA CO EXPRESS Flight 2246 - EMBRAER EMB-145 Class: Economy Coach Fare Rules	Non-stop Total flight time 2:37 527 miles N/A on-time View seats	213.70 USD Select
6:45 AM - Mon, Apr 20 Chicago, IL (ORD)	9:22 AM - Mon, Apr 20 Houston, TX (IAH)	Continental Operated by EXPRESSJET AIRLINES	Non-stop Total flight time 2:37 527 miles	213.70 USD Select

Q. When shopping by price, I do not always see all flights and airlines in the display. Why?

A. When you shop by price, you are asking I Travel to provide the lowest 100 fare options that fit within your time window and the alternate search window required by BYU-I. If you do not see a particular flight or airline, it is because fares on that flight are higher than the other fares returned during the initial search. You can get a list of all flights in a market by re-searching using the “Search by Schedule” option which can easily be found at the top of the list of low priced itinerary options. Simply click the link “Search by Schedule” to re-search your itinerary by schedule and not price.

Q. Why do I sometimes see the same itinerary twice, with two different prices?

A. I Travel does multiple searches from two separate discount codes. The prices reflect the discounts available from both codes, and you should always select the cheaper of the two options when presented with two prices for the same itinerary.